

SNAP Application and Call Center Metrics	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
SNAP Application Rejections*											
SNAP Applications Rejected for Failure to Complete the Interview (can include other rejection reasons)*											
Count	11,405	8,980	12,572	9,437	12,140	11,364	8,508	14,083	12,094	14,509	12,470
% of all applications rejected	51.12%	48.09%	50.07%	43.39%	50.91%	46.78%	46.42%	51.79%	51.32%	57.45%	56.39%
SNAP Applications rejected ONLY for Failure to Complete the Interview											
Count	9,875	7,688	10,902	8,050	10,648	9,715	7,292	12,317	10,341	12,576	10,663
% of all applications rejected	44.26%	41.17%	43.42%	37.02%	44.65%	39.99%	39.78%	45.29%	43.88%	49.80%	48.22%
Tier 1 Metrics											
Average Wait Time (h:mm:ss)	1:19:16	1:15:07	0:32:05	0:38:51	0:42:15	0:40:17	0:43:14	0:44:49	0:58:18	1:00:17	1:02:13
Lowest Daily Avg Wait Time	1:00:30	0:50:47	0:20:18	0:02:01	0:01:44	0:09:04	0:11:53	0:00:19	0:02:25	0:46:18	0:47:46
Highest Daily Average Wait Time	1:28:40	1:39:44	0:53:11	0:53:28	0:59:54	0:52:52	0:56:01	1:09:35	1:20:04	1:24:51	1:20:00
Min Wait Time	0:00:00.049	0:00:00.091	0:00:00.091	0:00:00.101	0:00:00.053	0:00:00.110	0:00:00.042	0:00:00.042	0:00:00.054	0:00:00.061	0:00:00.069
Max Wait Time	6:04:29	6:03:52	4:08:49	4:57:59	5:51:23	3:57:18	3:51:54	4:15:02	4:59:29	5:38:04	4:46:25
Queue Deflections**	39,321	30,950	13,254	16,399	17,492	17,416	15,494	18,764	21,380	16,611	15,990
Count of Customer Disconnects (Abandoned Calls)	31,358	30,999	31,479	35,260	34,231	29,320	21,925	19,665	14,134	11,592	12,799
Avg Time Until Customer Disconnect (h:mm:ss)	0:56:27	0:52:42	0:13:52	0:18:25	0:19:14	0:18:30	0:18:50	0:20:09	0:26:48	0:27:32	0:28:36
Accommodation Requests***											
Tier 3 Metrics											
Average Wait Time (hh:mm:ss)	0:35:01	0:37:23	0:20:38	0:19:05	0:22:17	0:20:24	0:23:37	0:34:14	0:45:26	0:57:04	0:49:37
Lowest Daily Avg Wait Time	0:29:56	0:23:24	0:13:41	0:13:00	0:17:34	0:03:49	0:14:24	0:20:57	0:37:18	0:46:09	0:37:33
Highest Daily Average Wait Time	0:43:05	0:51:22	0:28:58	0:31:24	0:32:12	0:29:03	0:36:38	0:52:06	1:05:09	1:09:07	1:06:59
Min Wait Time	0:00:00.053	0:00:00.047	0:00:00.044	0:00:00.050	0:00:00.005	0:00:00.053	0:00:00.044	0:00:00.053	0:00:00.061	0:00:00.045	0:00:00.049
Max Wait Time	3:28:51	5:12:17	2:14:05	23:02:26	2:14:34	2:11:52	2:29:19	3:12:47	4:57:35	5:52:52	6:03:55
Queue Deflections**	42,057	49,920	11,191	10,358	10,736	17,328	14,057	46,433	72,199	61,298	50,448
Count of Customer Disconnects (Abandoned Calls)	20,482	19,637	17,119	19,860	14,813	14,953	13,738	17,441	18,447	17,552	15,896
Avg Time Until Customer Disconnect	0:25:10	0:29:04	0:14:30	0:13:36	0:15:01	0:15:01	0:16:14	0:24:48	0:32:42	0:44:11	0:37:11
Accommodation Requests***											

* SNAP applications may be rejected for multiple reasons. This count includes all applications that rejected for UCI (unable to complete interview) regardless of whether there were additional reasons the application would be rejected.

** A "deflection" is a call that did not make it into the queue because of wait time thresholds. An "abandoned call" is a caller that disconnected before reaching an agent.

*** Although many accommodations are made as part of our daily work, DSS does not currently track the number of accommodation requests made by SNAP applicants and participants at a systemic level. Accommodations are currently recorded as notes in individual case files and cannot be pulled as a data element. Therefore, there is not a measurement DSS can accurately report for this metric at this time. DSS is determining how to best compile and report this information and will provide updates on this metric as soon as they become available.

**** The "Max Wait Time" for August 2024 has been skewed and, while accurate, does not reflect the time in which an individual was waiting in a queue or on hold to speak with someone in our call center. A single call did not hang up and remained open overnight in Tier 3. There were difficulties disconnecting the call that required IT assistance to resolve. No caller was left on hold for 23 hours.

Call Deflections/Redirections by Date		
Date	Tier 1 Deflections	Tier 3 Deflections
3/1/2025	0	0
3/2/2025	0	0
3/3/2025	992	2038
3/4/2025	782	1874
3/5/2025	774	2511
3/6/2025	848	2925
3/7/2025	745	2532
3/8/2025	0	0
3/9/2025	0	0
3/10/2025	1467	3906
3/11/2025	1018	3239
3/12/2025	737	2755
3/13/2025	871	3017
3/14/2025	619	2664
3/15/2025	0	0
3/16/2025	0	0
3/17/2025	1200	2133
3/18/2025	888	2284
3/19/2025	706	1978
3/20/2025	377	1435
3/21/2025	536	1897
3/22/2025	0	0
3/23/2025	0	0
3/24/2025	439	2113
3/25/2025	334	2043
3/26/2025	420	1925
3/27/2025	323	2109
3/28/2025	898	2370
3/29/2025	0	0
3/30/2025	0	0
3/31/2025	1016	2700